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PATENT, TRADEMARK, COPYRIGHT
LAW AND RELATED ISSUES
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Assistant Commissioner for Patents
Washington, D.C. 20231

Re: New U.S. Patent Application of:
Applicant: Brent Magouirk et al.
For : CUSTOMER MANAGEMENT SYSTEM
Our File : S77.12-0002

Dear Sir:

Enclosed for filing are the following papers in connection
with the above-identified patent application:

1. Complete specification and claims.
79 pages Specification
7 pages claims
1 page Abstract
2. Unexecuted Combined Declaration and Power of Attorney
(3 pages).
3. 17 sheets of drawings.

The filing fee is not enclosed with this communication.
Pursuant to 35 USC § 111 and 37 CFR §§ 1.53(b) and 1.53(f), the
filing fee, executed Declaration and executed Verified Statement
Claiming Small Entity Status (if applicable) will be filed
separately.

A filing date under 37 CFR §§ 1.10(b) and 1.53(b) of January
18, 2002 is respectfully requested. The enclosed materials are
being sent "Express Mail Post Office to Addressee" as of the date
of this letter.

Yours very truly,

Christopher L. Holt

Christopher L. Holt
Reg. No. 45,844

CLH:tas
Enc.